



Start here. Go anywhere.

SMU LIBRARIES 2020-21
YEAR IN REVIEW

YEAR IN REVIEW

FY 2020–21

Changing the world in a world-changing year

The SMU campus returned to a mix of in-person and virtual learning beginning in Fall of 2020.

Just like the rest of the world, our campus community and library staff learned to live and work from home in spring of 2020. And along the rest of the world, we slowly began to reemerge and figure out the process of hybrid learning and teaching. SMU Libraries staff returned to campus June 1, 2020 to begin preparations for the arrival of students on campus in July. With the new world that the SMU Libraries were facing, staff had to quickly redesign services to keep students safe while also providing high-quality levels of support.

The SMU Libraries saw the COVID-19 pandemic as a catalyst for implementing services and solutions that support the SMU Libraries Strategic Plan, 2019-2024. Some of the COVID library models created during the pandemic are here to stay: curbside service, home delivery options, proactive chat services and online research consultations are just a few of the services created or honed during the pandemic that support SMU Libraries' strategic goals to connect our communities, ignite discovery and impact student success.

SMU Libraries by the Numbers

39,653

physical materials
usage

7,636

interlibrary loans
sent to other libraries

356%

increase in primo
search sessions

38%

increase in
E-books

15,901

total Ask Us transactions

37%

increase in presentation
attendance

1,532

curbside pickups

GOAL 1

Activate cultural heritage

We embrace inventive strategies to align, integrate, and activate use of our distinctive cultural heritage collections in pursuit of the University's research, teaching, and leadership mission.

- SMU Libraries cultural heritage collections were prominently featured in the *Fossils to Film* exhibit at Meadows Museum in Spring of 2021.
- **Norwick Center for Digital Solutions (nCDS)** and the **SMU Archives** continued to serve as active partners in the Voices of SMU oral history project collecting stories from underrepresented mustangs. The team also created the Class of COVID oral history project to record the experiences of students, faculty and staff during the global pandemic.
- The **G. William Jones Film & Video** collection welcomed virtual audiences into the vault with virtual talks, tours and gallery audio guides.
- Behind the scenes, **SMU cataloging librarians** received Library of Congress' NACO contributor status which allows our expert librarians to submit original records to a large database which can be used for books cataloged worldwide.
- Through a highly competitive process and the leadership of the **Bridwell Library**, SMU Libraries acquired the World Methodist collection, which will be preserved and made available to the world.

GOAL 2

Champion research innovation

SMU Libraries organizes and facilitates a seamless, interdisciplinary, and university-wide collaborative network to support the scholarly and creative research lifecycle to accelerate student and faculty success.

- **Digital Collections** staff created digital object identifiers for selected journals in **SMU Scholar**, elevating the presence of our authors. They also improved the submission and approval process of electronic theses and dissertations in SMU Scholar. SMU Scholar continued to introduce graduate students to the world of publishing.
- The **Information Literacy Team** transitioned all research workshops and the **Digital Humanities Research Institute** to the online environment to support distance-learners.
- **Collections and Technical Services** staff supported research from home through the HathiTrust emergency temporary access service collections and by working with other vendors to expand access to e-books.
- The **Research Studio** project is one step closer to reality with the development of renderings for this newly-designed area to support research and digital scholarship.
- SMU Libraries joined exclusive **Online Computer Library Center (OCLC)** Express Digital Delivery Program for delivering digital resources within 18 hours.





GOAL 3:

Impact student success

SMU Libraries maximizes student academic success through strategic partnerships, impactful services, and promotion of information and data literacy fluency in teaching, learning, research, and creative pursuits.

- **SMU librarians** assembled a team and designed instructional materials for the new WRTR writing course requiring every student to meet with a librarian. Now, every undergraduate student will receive library instruction within their first year at SMU.
- The SMU Libraries **Information Literacy** teams developed workshops for the University Honors program and created programming for voter education during election season.
- The libraries' supported SMU Red & Blue Flex instruction by expanding study room usage to serve as Zoom Spaces and further adapting and implementing assessment of **Ask Us** services to support long-term distance learning.
- SMU Libraries staff continued to meet with the **Student Advisory Board** on Zoom to get feedback on library services and support during the pandemic.
- New permanent services including curbside pick-up, home delivery, locker pickup and proxy borrowing.

GOAL 4

Connect our communities

Our libraries cultivates inclusive, equitable, and accessible spaces, services, programs, and resources so that our libraries exemplify the SMU welcoming and supportive community.

- SMU Libraries partnered with the Health Center and other campus partners to provide wellness activities for students.
- SMU Libraries created a new **Equity, Diversity, Inclusion, and Accessibility (EDIA) committee** and appointed the libraries' first EDIA Officer to represent the SMU Libraries on the University Diversity Council.
- **Accessibility Committee** continued to improve accessibility across all areas of the libraries in physical and digital spaces and services.
- Major accomplishments during this time period:
 - Surveyed/evaluated a range of accessibility training
 - Created accessibility online training module and distributed to all SMU Libraries staff
 - Added assistive tech - high contrast keyboard
 - **Access Services** added option to request home delivery for patrons with disabilities
 - **ILL** provided 70 PDFs for screen reader users in first 6 months of offering remediation service

GOAL 5

Ignite discovery

We provide an intuitive virtual library experience that empowers all users to easily discover library expertise, services, and collection resources.

- SMU Libraries launched proactive chat in response to the COVID-19 pandemic and saw an increase in chats of nearly 600%.
- The **web team** redesigned the SMU Libraries homepage, which provided improved search capabilities and greater discovery.
- Teams were charged with year-long projects to redesign all of the research guides and the entire SMU Libraries' website.
- Hired a **discovery and systems librarian**.



GOAL 6

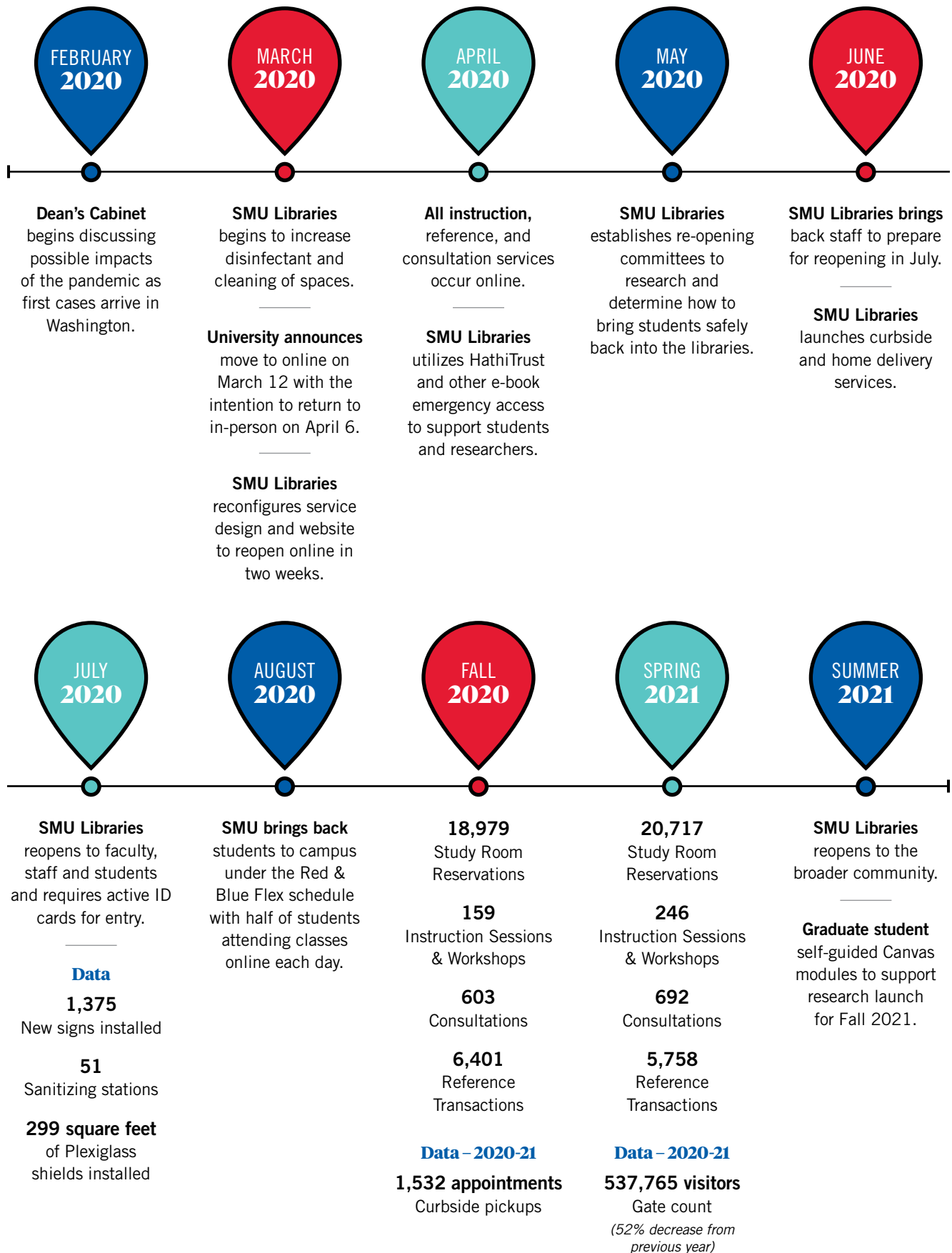
Cultivate organizational excellence

We are transforming our organization to align with and support the research, creative, and impactful aspirations of our SMU community, Dallas, and curious minds worldwide.

- In response to the pandemic shutdowns, SMU Libraries' staff moved to Microsoft Teams for online collaboration and knowledge management.
- SMU Libraries continues to infuse more data science and business analytics practices into day-to-day use in order to measure and assess the overall impact of the daily operations of the libraries.
- SMU Libraries created a permanent head of **Access Services** position to streamline policies and services in support of the university community.
- The libraries created a new **Collections Team** and launched the new "One Library – One Collection" initiative across all campus libraries to identify and remove duplicates in collections across libraries.



Mustang Strong: SMU Libraries pandemic response



Staff accomplishments

Heather Barrett

Head of Acquisitions

Presentation September 23, 2020
- Rialto panel for Ex Libris's ELUNA
Learns Series

Megan Heuer

Director of Educational Initiatives

Heuer, M. et al. (2021).
Framework for Information Literacy
in Journalism. Association of
College and Research Libraries.
Draft. [https://acr.libguides.com/
journalisminformationliteracy](https://acr.libguides.com/journalisminformationliteracy)

“Graff, R., Heuer, M. & Jenkins,
S. (2020, August). Remote
Reference: A Practitioner’s Guide.
Presentation at Cross Timbers
Library Collective. Boss, K., De
Voe, K., Gilbert, S., Hernandez, C.,
Heuer, M., Hines, A., Knapp, J.,
Tokarz, R., Tucker, C. & Williams,

K. (2021, February). “It would
be horrible if I printed something
that wasn’t true”: Examining the
research behaviors of journalism
students. Presentation at IFLA
News Media Virtual Conference.
Available at: [https://www.youtube.
com/watch?v=ZJKz6Lsf00](https://www.youtube.com/watch?v=ZJKz6Lsf00)

Melissa Johnson

Instructional Design Librarian

ACRL TULS TechBits sidebar on
Crowdsignal, December 2020 issue
of C&RL News

“Cross Timbers Library Collaborative
2020 Conference: Learning with
LibWizard: Anyone can do it.
Lightning Talk 2021 Texas Distance
Learning Association Virtual
Conference - Canvas, the Commons,
and Course Design, Oh My!”

ACRL Technology in University
Libraries (TULS) committee

ACRL Excellence in Academic
Libraries Awards committee

LIRT Teaching Learning and
Technology committee

Co-editor of ACRL TULS Tech Bits
Sidebar

Rahni Kennedy

Music and Media Catalog Librarian Physical Processing Manager

Chair, Texas Chapter of the Music
Library Association

Member, Encoding Standards
Subcommittee/Cataloging and
Metadata Committee, Music Library
Association



SMU Libraries staff photo taken pre-pandemic

Karen Leeseberg

Sr. Instruction & Outreach Librarian

Reinforcing Relationships with Business Librarians

Vol. 46, Issue 2, Winter 2020 of Notes & Quotes (newsletter for Mountain-Plains Business Education Association, A Region of the National Business Education Association) Using the Pandemic to Move Forward: Building on the Past for a Solid Future of Business Library Research Instruction Vol. 5, Issue 2 Online Instruction Special Issue, 2021 of Ticker: The Academic Business Librarianship Review

Russell Martin

Director, DeGolyer Library

Herron, Ima Honaker (1899-1997), Handbook of Texas online “Dorothy Sloan,” Journal of the Fellowship of American Bibliophilic Societies, v. 25, no. 2 (Spring 2021): 23-25.

For Study, Research, and Pleasure”: An Introduction to the DeGolyer Library, Prudence Alexander Chapter, Daughters of the American Revolution, April 23, 2021

Editorial board, Papers of the Bibliographical Society of America

Sandal Miller

Library Director, Business Library

Co-guest editor of Ticker: The Academic Business Librarianship Review – Online Instruction Special Issue, 5:2, Spring 2021; along with Christina Sheley, Director - Business, Engineering, and Entrepreneurship at Cornell University Library. The special issue focuses on detailing the impact of the COVID-19 pandemic on business reference or instruction.

Rafia Mirza

Humanities Librarian

Seale, M., & Mirza, R. (2020). The Coin of Love and Virtue: Academic Libraries and Value in a Global Pandemic. The Canadian Journal of Academic Librarianship 6, 6 (December), 1-30. <https://cjal.ca/index.php/capal/article/view/34457>

Mirza, R., & Seale, M., et al. (2021). Academic Libraries and the Irrational – A Discussion with CJAL Special Issue Authors and Editors (CJAL). May 25, 2021. Online.

Reviewer, NEH's Office of Digital Humanities, Digital Humanities Advancement Grants (Spring 2021)

Beverly Mitchell

Assistant Director, Art and Dance & Hawn Gallery Curator

Exhibition catalogue review for March 2021 ARLIS/NA Reviews: The New Woman Behind the Camera at <https://www.arlisna.org/publications/reviews/2222-the-new-woman-behind-the-camera>. Exhibition held at The National Gallery of Art, Washington DC and continuing on at the Metropolitan Museum of Art.

Planning committee member, Art Libraries Society of North America (ARLIS/NA) conference, Mexico City, Spring 2023.

Nominating committee member, ARLIS/NA Distinguished Service Award 2020.

Awards committee member, Kress Foundation Travel Awards.

Ada Negraru

Archival Assistant

“Ada Negraru, “Osborne, Burl,” Handbook of Texas Online, accessed July 01, 2021, <https://www.tshaonline.org/handbook/entries/osborne-burl>. Published by the Texas State Historical Association.

Website & Technology Subcommittee report presentation at the Texas Archival Resources Online Brown Bag, Society of Southwest Archivists Annual Meeting, May 19, 2021 – “Oh, great... another exam: why you should consider taking the archival certification examination,” outreach event on behalf of the Academy of Certified Archivists, University of North Texas Library and Information School graduate student virtual happy hour, November 9, 2020.

History Day Region 21 (Fort Worth and Arlington) judge, March 6, 2021 (virtual competition)

Steering Committee and Nominations Committee at-large member (2020-2021), Texas Archival Resources Online (TARO)

Chair, Website & Technology Subcommittee, charged with testing the TARO 2.0 website with the support of a \$348,359 National Endowment for the Humanities (NEH) grant awarded to the TARO consortium (2019-2022)

Sub-committee member, Summerlee Foundation grant implementation/ Quality Assurance

Marja Pietilainen-Rom

Library Specialist

Degree awarded from University of North Texas, M.S. Library Science, Information Organization concentration (=technical services) and Graduate Academic Certificate in Digital Curation and Data Management May, 2021

Tracey Rinehart

User Experience Librarian

Part of Judges Panel for Business Plan, Business Presentation, and Financial Plan competitions for the Texas Future Business Leaders of America during their statewide convention.

Tyeson Seale

Assistant Director of Community Engagement

Degree awarded from SMU's Cox School of Business, M.B.A. dual concentrations in Business Analytics and Marketing, May 2021

Professional MBA Student Advisory Executive Board Member, Student Experience Chair

SMU Cox Student Ambassador

Mustang Mentor, Office of Engaged Learning

Cassie Walker

Assistant Director for Scholarly Initiatives

American Association of Law Libraries, Presidential Certificate of Appreciation (July 2020)

Breanna Webb

E-Resources Management Librarian & Authorization Control

SCELC Program/Professional Development Committee member